Hazard Communication Program

Guidance for the control of potentially hazardous occupational exposures to chemicals.

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Purpose/Applicability

The purpose of this Hazard Communication Program is to provide guidance for the control of potentially hazardous occupational exposures to chemicals that are used in our U.S. Apple Retail Stores.

Apple is committed to protecting the environment, the health and safety of our employees, and to complying with all pertinent federal, state, and local environmental, health and safety (EHS) regulatory requirements. Apple recognizes that a small number of potentially hazardous chemicals are used in retail stores, and this program is designed to address those hazards. Store Leaders, managers, employees, contractors, and visitors who work with chemicals in our retail stores must be familiar with and follow the requirements of this document.

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Program Responsibilities

Apple has developed this Hazard Communication Program to protect against and inform employees of potentially hazardous substances in the work environment. The following roles and responsibilities are assigned under this program.

Apple Directors

Directors are responsible for safety and health in the workplace, including the following:

- Allocating resources necessary to provide a safe working environment at Apple
- Providing leadership by active participation and through a demonstrated interest in the Hazard Communication Program
- Approving safety and health policies

Corporate Environmental Health and Safety (EHS) Department

The EHS Market Leader is designated as the Hazard Communication Administrator and has the following responsibilities:

- Developing and implementing the Hazard Communication Program
- Reviewing the Hazard Communication Program annually and revising as needed
- Determining appropriate personal protective equipment for tasks and areas in the retail stores
- Reviewing incoming Safety Data Sheets (SDSs) for new and significant health and safety information and ensuring this information is conveyed to retail store management

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- Overseeing and arranging for the monitoring of employee exposures to hazardous chemicals, if required
- Maintaining knowledge of current regulatory requirements concerning hazardous substances
- Acting as a resource to Apple Retail Stores for EHS matters involving hazardous chemicals

Store Leaders and Managers

Store Leaders and managers are responsible for the safe performance of day-to-day work with hazardous chemicals and substances in their respective work areas, including:

- Providing leadership and direction regarding chemical safety within their respective areas
- Ensuring SDSs and related information are available to employees covered by this program
- Implementing the pertinent requirements of this document in their respective areas
- Maintaining and updating (at least annually) retail store chemical inventories.
- Ensuring all employees receive Chemical Safety Training, including new and transferred employees
- Ensuring employees receive specialized training on the chemical hazards associated with particular tasks
- Ensuring safety training is documented and maintained in the corporate training database or through RetailMe
- Ensuring hazardous materials are handled, stored, transported, and disposed of in the correct manner

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- Ensuring employees are familiar with emergency procedures and proper use of emergency equipment
- Ensuring good housekeeping is practiced
- Promptly investigating incidents/accidents involving the use of hazardous chemical
- Taking appropriate disciplinary action (in coordination with Human Resources) when employees do not follow safe work procedures

With respect to contractors or Apple Preservation personnel working at a retail store, Store Leaders and managers are responsible for:

- Ensuring contractors provide Apple with a plan or appropriate chemical hazard documentation before they begin work
- Communicating existing chemical hazards to affected facilities-related contractors before they begin work
- Obtaining information on hazardous work performed by the contractor (e.g., welding, volatile solvent use, operating equipment powered by internal combustion engines, laser use, etc.) prior to it being performed
- Preparing a contingency plan for isolating the construction/work area from adjacent occupied work areas and for preventing the release of hazardous materials to the environment (e.g., release of contaminated liquid to drains)
- Ensuring SDSs are obtained for chemicals brought into the store
- Preventing Apple employees from being exposed to maintenance-related chemicals when conducting facility projects (painting, cleaning, HVAC maintenance, etc.)

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- Restricting access and use of maintenance chemicals to appropriately trained personnel
- Informing contractors of precautions and protective measures to use while working in chemical-use areas
- Providing contractors with emergency procedures and contact lists while working on site

Employees

Employees are responsible for the following:

- Following Safe Work Practices and operating equipment in accordance with the manufacturer's and Apple's specifications and equipment-specific training
- Wearing personal protective equipment (PPE) properly and when required
- Knowing how to access SDSs via the appropriate link
- Reviewing SDSs for chemicals with which they work and information about EHS procedures pertinent to their job assignment
- Knowing what action to take in the event of an emergency, including the location of safety/emergency equipment and evacuation procedures
- Maintaining personal work areas in accordance with housekeeping guidelines
- Using hazardous chemicals in a manner that prevents exposure via inhalation, ingestion, injection, or skin absorption
- Promptly reporting accidents, unsafe conditions, or workplace hazards to their manager

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Contractors and Visitors

Apple personnel using outside contractors or having visitors are responsible for ensuring these individuals are provided the necessary information contained in this program. Contractors and visitors have the following responsibilities:

- Promptly reporting any accidents, unsafe conditions, or unsafe acts, to the Store Leader or manager
- Being familiar with emergency and evacuation procedures
- Providing information on the hazardous work they will be performing (e.g., welding, volatile solvent use, operating equipment powered by internal combustion engines, laser use, etc.)
- Maintaining SDSs on site for the chemicals and products they are using
- Knowing the location of safety and emergency equipment and how to operate it (if it applies to their onsite job responsibilities)
- Maintaining their personal work areas in accordance with housekeeping guidelines
- Using chemicals and products in accordance with manufacturer's recommendations
- Explaining the labeling and warning system used to identify hazardous chemicals or materials
- Providing personal protective equipment (safety glasses, gloves, protective shoes, etc.), and proper training in the care and use of that equipment to contractor employees for operations and conditions that warrant its use
- Reporting all environmental incidents (chemical release, explosion, fire, etc.) to the Store Leader or manager

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- Providing an Incident Report for any incidents (accidents, near misses, incidents etc.) to the Site Environmental Program Manager within 24 hours or as soon as possible

Contractors are required to remove all unused hazardous chemicals or substances and all hazardous waste generated from Apple Retail Stores at the end of the contracted period of work. The Store Leader or Preservation will coordinate with the contractor supervisor the disposal terms of construction related waste. All hazardous chemicals and materials must be stored and disposed of according to state and federal regulations.

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Hazard Evaluation and Control

Because some employees at Apple Retail Stores may be expected to work with hazardous substances, Apple will implement methods for the identification, evaluation, control, and minimization of these chemical hazards, as described below.

Evaluating Employee Exposures

Considering the types and quantities of chemicals used in Apple Retail Stores, it is unlikely that a store employee would be overexposed to a hazardous material. However, the Corporate EHS Department will measure an employee's exposure to any hazardous chemical agent if there is reason to believe that exposure levels for that chemical agent routinely exceed the Federal OSHA Action Level (or applicable state OSHA Action Level), or in the absence of an Action Level, the American Conference of Governmental Industrial Hygienists (ACGIH) Threshold Limit Value (TLV).

In addition, the corporate EHS department will promptly investigate employee reported incidents and accidents in which there is a possibility of employee overexposure to a hazardous chemical. If employees suspect that chemical exposures may exceed the OSHA Permissible Exposure Limit (PEL), they should contact their manager who should then contact the EHS Market leader. If an employee prefers, they can also report their concern by sending an email to Safety@apple.com.

If symptoms of chemical exposure are recognized, employees should notify their manager who should immediately arrange for a visit to the company authorized medical clinic or hospital.

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Events or circumstances that might indicate overexposure include:

- A hazardous chemical leak, spill, or release in an uncontrolled manner
- An employee's direct skin or eye contact with a hazardous chemical
- An employee shows symptoms, such as a headache, rash, nausea, coughing, tearing, irritation or redness of eyes, irritation of nose or throat, dizziness, loss of motor dexterity or judgment, and some or all of the symptoms disappear when the person is taken away from the exposure area and breathes fresh air
- Two or more persons in the same area have similar symptoms

Chemical Control Criteria Guidelines

Exposures by inhalation of airborne contaminants (gases, vapors, fumes, dusts, and mists) must not exceed Federal OSHA PELs (or applicable state OSHA PELs) or the latest TLVs published by ACGIH, whichever is lowest. These PEL and TLV levels refer to airborne concentrations of substances and represent conditions under which it is believed that workers may be repeatedly exposed without adverse effect. PELs and TLVs are typically listed on manufacturer's SDS; however, these values should be verified.

In all cases of potentially harmful exposure, feasible engineering or administrative controls must be established.

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Hazard Control

Chemical hazards can be controlled through a combination of techniques, the most effective being engineering controls (e.g., local exhaust ventilation such as fume hoods, chemical isolation and enclosures, or substitution for less hazardous materials).

Secondary control methods are termed administrative and include establishing safe work practices, providing training, and ensuring hazardous materials are labeled.

Personal protective equipment (PPE) is the last means of control and may be needed to complement the engineering and administrative controls used.

- **Gloves**

  Gloves should be worn whenever working with chemicals, rough- or sharp-edged objects, or very hot or very cold materials. No glove materials are completely impervious to all chemicals. Therefore, gloves must be selected based on the substance or chemical being handled, the particular hazard involved, and their suitability for the procedures involved.

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- **Eye Protection**
  Safety glasses must be worn when chemicals are poured, dispensed and used.

  Safety glasses should be impact-resistant with side shields and meet the applicable ANSI requirements for safety eyewear (Z94.3 and Z87.1). Apple offers a reimbursement program for employees who require prescription safety glasses. Additional information on selection of safety glasses and employee reimbursement for safety glasses, etc., can be found at ehs.apple.com.

Emergency Equipment

- **Eyewash**
  While contact with irritating or corrosive substances is not expected in the Apple Retail environment, if new chemicals are introduced, eyewash stations may be required. Contact EHS prior to introducing potentially irritating or corrosive substances.

- **Flammable Material Storage Cabinets**
  Apple Retail Stores store minimal volumes of flammables chemicals. A flammable materials storage cabinets are provided for the safe containment of compromised batteries. If more than a gallon of flammable chemicals are introduced, additional storage cabinets may be required. Contact EHS if additional storage is required.

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Chemical Safety Information

Due to the potentially hazardous nature of some substances used at Apple, it is essential that up-to-date chemical information is available and response procedures are established to ensure a safe work environment.

Safety Data Sheets (SDS)

OSHA has recently modified the Hazard Communication Standard to adopt the Globally Harmonized System (GHS), which is an international approach to hazard communication, providing criteria for classifying chemical hazards and a standardized approach to labels and safety data sheets. One of the changes incorporated is that Material Safety Data Sheets (MSDS) are now called Safety Data Sheets (SDS) and will have the specified 16 section format. The information provided in the SDS is described in Appendix 1.

SDSs are kept on file for each hazardous substance listed on the Approved Chemicals List. Each employee and contractor must know how to access a SDS for all chemicals used in their lab or area. The most current copy of an SDS is found on RetailMe. Old or outdated MSDSs/SDSs shall be archived and retained for a minimum of 30 years.

Employee Access to SDSs

SDSs are readily available for employee review on RetailMe in Materials. They can make a copy of any SDS for chemicals that they work with for purposes of reviewing it with their personal physician.

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Obtaining Original SDSs

When substances are purchased, the individual who obtained the item must procure an SDS from the manufacturer or supplier and provide a copy to the Corporate EHS Department.

Inventory of Hazardous Substances

The Approved Chemicals List (which serves as a chemical inventory) will be updated at least annually to determine the actual chemicals and approximate quantities present at Apple Retail Stores. The Approved Chemicals List contains the following information:

- Location where the chemical is used
- The common or trade name and the chemical name of the hazardous substance
- Physical state
- Container type
- Approximate quantity on site
- Hazard Class(es)

Safe Chemical Handling Guidelines

Below is a list of safe chemical handling guidelines to ensure chemicals are handled safely.

- Know and understand the hazards of the chemicals you are using. Take time to become familiar with the Approved Chemicals List, proper handling of the chemicals, what precautions to use or protective equipment to wear and what to do in the event of an emergency.

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- Reference Apple's approved cleaning product list and review their SDSs if necessary. Note that certain cleaning chemicals are only approved for use by vendors and should not be handled by employees. These chemicals are grouped separately on the Approved Chemicals List.
- Know where to obtain additional assistance.
  - Electronic copies of SDSs are located on RetailMe.
  - To report a safety concern, notify your manager
  - To obtain medical assistance, notify your manager
- Make sure all containers have labels that accurately identify the material inside and their general hazards. At a minimum remember the name and hazard must be included.
- Never mix chemicals unless specifically instructed to do so. Especially do not use two different types of cleaning solutions at once. This may generate toxic and dangerous gases.
- Store all flammable materials in their appropriate closets or cabinets.
- It is a safe practice to keep strong oxidizers away from all other materials. For example, keep bleaches, bleach solutions, and hydrogen peroxide stored where they are unable to come in contact with other chemicals or materials if they were to leak.
- When in doubt:
  - Seek additional assistance by speaking to your supervisor or manager or by contacting the EHS Market Leader.
  - Wear PPE when handling materials. The most that should ever be needed in non-emergency situations are safety glasses and gloves which could be worn at any time.

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Hazardous Waste Disposal

Apple Retail Stores will not normally generate hazardous waste. If a chemical needs to be disposed of contact the EHS Market Leader. All chemicals must be disposed of according to local, state, and federal regulations.

Emergency Response

Additional information on emergency response procedures, emergency contact lists, etc., is included in the Emergency Response Plan (ERP).

Direct or Suspected Chemical Contact or Exposure

- Flush the affected area with water for at least 15 minutes.
- Remove contaminated clothing.
- Remove employee to fresh air in the event of inhalation of hazardous materials.
- Contact employee's manager immediately.
- If injuries are beyond what is treatable by first aid, seek professional medical attention as quickly as possible at the nearest Apple-authorized occupational health clinic or hospital.
- For any life-threatening emergency situation or if uncertain, call 911.

Chemical Spill Cleanup

- Familiarize yourself with spill response instructions on the Approved Chemicals List.
- Notify manager on duty, nearby employees, and customers.

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- Isolate area; keep all personnel at a safe distance to prevent persons from coming into contact with spilled material.
- Eliminate all ignition sources and other debris (no heat sources, sparks or flames in immediate area). Do not touch or walk through the spilled material.
- Put on PPE such as gloves and safety glasses if necessary.
- Follow instructions in the Approved Chemicals List to clean up the spill. This may include placing absorbent materials over the spill and wiping up all chemical residues.
- Follow instructions in the Approved Chemicals List to dispose of waste.
- If necessary, submit an iForm to have Preservation remove the material.

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Container Labeling

Another element of the Hazard Communication Standard is container labeling. GHS label requirements are summarized in Appendix 2. These are becoming more common as chemical suppliers phase in the new requirements. The current container labeling requirements are as follows.

Labeling

Primary Containers

A primary container is the container in which the product is received from the manufacturer or distributor. At Apple, no primary container of hazardous substances will be used unless the following label information is present:

- Product name and chemical ingredients
- Appropriate hazard warnings
- Name and address of the manufacturer

Example of an acceptable primary label:

n-Propyl Alcohol

UN No. 1234
CAS No. 12-12-3

DANGER

Highly flammable liquid and vapor. Causes serious eye damage. May cause drowsiness and dizziness.

Keep away from heat/sparks/open flames/hot surfaces. No smoking. Avoid breathing fumes/mist/vapors/spray. Wear protective gloves/protective clothing/ eye protection/face protection. IF IN EYES: Rinse cautiously with water for several minutes. Remove contact lenses if present. Continue rinsing.

Fill Weight: 20.0 lbs.
Gross Weight: 20.0 lbs.
Expiration Date: 10/31/2025

Lot Number: A12345678
Fill Date: 10/31/2018

Some Chem Company 123 Any St. Anytown, CA 54321 USA www.comechem.com 123-123-1234

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Squirt and Squeeze Bottles

To further ensure employees are aware of the hazards of materials used in their work areas, Apple labels all secondary containers. Examples of secondary containers include squeeze bottles, etc. Secondary containers should be labeled with at least the following:

- Identity of the hazardous substance
- Appropriate hazard warnings (e.g., flammable, corrosive, etc.)

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Information and Training

Employees who work with chemicals must be provided with general and job-specific training on the hazards to which they may be exposed and methods to control these hazards. Training must be provided to all employees before they begin to work with chemicals. Additional training or information must be provided whenever a new chemical hazard is introduced into the work place. Managers are responsible for ensuring appropriate training is provided to their employees. Effective December 1, 2013, employees need to be trained on the new (GHS) label elements and Safety Data Sheet (SDS) format.

Apple Retail Store employees who may handle chemicals are required to complete Chemical Safety Training (available on RetailMe).

All training is documented on the Corporate EHS training database or Retail Me for not less than three years following the completion of the training.

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Record Keeping

Accurate documentation and record keeping of exposure monitoring, and health and safety training is an important component of the Hazard Communication Program. This section defines the record keeping requirements for important aspects of the program and the responsibilities by role.

Store Leader with Assistance of EHS Market Leader

- A complete up-to-date chemical inventory for products containing hazardous materials used at Apple Retail Stores
- Updated copies of SDSs on RetailMe
- Documentation for exposure monitoring for hazardous chemicals for at least 30 years
- EHS-related documentation including maintaining training documentation forms
- The Approved Chemicals List is provided and maintained by EHS

Store Leaders and Managers

- Provide employees copies of any procedure documents involving chemicals
- Notify the EHS Market Leader of new or significant chemical hazards in their work areas

Human Resources Department

- Filing and archiving medical consultation and physician reports for a period of at least 30 years beyond employment

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Appendix 1: GHS Safety Data Sheets (SDS)

The Safety Data Sheet (SDS) provides information to manage the use of chemicals in the workplace. The SDS contains information about the hazards of the material, physical properties, and guidance on safety precautions. The table below lists the required 16 sections for the SDS and summarizes the contents of each.

Section Number	Section Name	Content
1	Identification of the substance or mixture and of the supplier	GHS product identifier. Other means of identification. Recommended use of the chemical and restrictions on use. Supplier's details (including name, address, phone number, etc.). Emergency phone number
2	Hazards identification	GHS classification of the substance/mixture and any national or regional information. GHS label elements, including precautionary statements. (Hazard symbols may be provided as a graphical reproduction of the symbols in black and white or the name of the symbol, e.g., flame, skull and crossbones.) Other hazards which do not result in classification (e.g., dust explosion hazard) or are not covered by the GHS.

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Section Number	Section Name	Content
3	Composition/information on ingredients	**Substance** Chemical identity. Common name, synonyms, etc. CAS number, EC number, etc. Impurities and stabilizing additives which are themselves classified and which contribute to the classification of the substance. **Mixture** The chemical identity and concentration or concentration ranges of all ingredients which are hazardous within the meaning of the GHS and are present above their cutoff levels.
4	First aid measures	Description of necessary measures, subdivided according to the different routes of exposure (i.e., inhalation, skin and eye contact, and ingestion). Most important symptoms/effects, acute and delayed. Indication of immediate medical attention and special treatment needed, if necessary.
5	Firefighting measures	Description of necessary measures, subdivided according to the different routes of exposure (i.e., inhalation, skin and eye contact, and ingestion). Most important symptoms/effects, acute and delayed. Indication of immediate medical attention and special treatment needed, if necessary.
6	Accidental release measures	Personal precautions, protective equipment, and emergency procedures. Environmental precautions. Methods and materials for containment and cleaning up.
7	Handling and storage	Precautions for safe handling. Conditions for safe storage, including any incompatibilities.

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Section Number	Section Name	Content
8	Exposure controls/personal protection	Control parameters (e.g., occupational exposure limit values or biological limit values). Appropriate engineering controls. Individual protection measures, such as personal protective equipment.
9	Physical and chemical properties	Appearance (physical state, color, etc.). Odor. Odor threshold. pH. Melting point/freezing point. Initial boiling point and boiling range. Flash point. Evaporation rate. Flammability (solid, gas). Upper/lower flammability or explosive limits. Vapor pressure. Vapor density. Relative density. Solubility(ies). Partition coefficient: n-octanol/water. Autoignition temperature. Decomposition temperature.
10	Stability and reactivity	Chemical stability. Possibility of hazardous reactions. Conditions to avoid (e.g., static discharge, shock or vibration). Incompatible materials. Hazardous decomposition products.

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Section Number	Section Name	Content
11	Toxicological information	Concise but complete and comprehensible description of the various toxicological (health) effects and the available data used to identify those effects, including: Information on the likely routes of exposure (inhalation, ingestion, skin and eye contact); Symptoms related to the physical, chemical and toxicological characteristics; Delayed and immediate effects and also chronic effects from short- and long-term exposure; Numerical measures of toxicity (such as acute toxicity estimates).
12	Ecological information	Ecotoxicity (aquatic and terrestrial, where available). Persistence and degradability. Bioaccumulative potential. Mobility in soil. Other adverse effects.
13	Disposal considerations	Description of waste residues and information on their safe handling and methods of disposal, including the disposal of any contaminated packaging.
14	Transport information	Description of waste residues and information on their safe handling and methods of disposal, including the disposal of any contaminated packaging.
15	Regulatory information	Safety, health and environmental regulations specific for the product in question.
16	Other information including information on preparation and revision of the SDS	

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Appendix 2: GHS Label Elements

GHS primary labels will contain the elements listed below. The actual label format or layout is not specified, however, the hazard pictograms, signal word and hazard statements should be located together on the label.

Symbols (hazard pictograms): Convey health, physical, and environmental hazard information assigned to a GHS hazard class and category. Pictograms include the harmonized hazard symbols plus other graphic elements, such as borders, background patterns or colors that are intended to convey specific information.

Oxidizers	
Flammables, Self-Reactives, Pyrophorics, Self-heating, Flammable Gas Emiters, Organic Peroxides	
Explosives, Self-reactives, Organic peroxides	
Acute toxicity	
Corrosive to skin, Corrosive to metals	
Gases under pressure	
Carcinogen, Respiratory Sensitizer, Reproductive Toxicity, Target Organ Toxicity, Mutagenicity, Aspiration Toxicity	
Environmental Toxicity	
Irritant (reversible skin damage) Dermal Sensitizer, Acute Toxicity (harmful) Narcotic Effects, Respiratory Tract, Irritation	

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Signal Words: Indicate the relative degree of severity of a hazard. “Danger” is used for more severe hazards, and “Warning” for less severe hazards.

Hazard Statements: Standardized phrases assigned to a hazard class and category that describe the nature of the hazard.

Precautionary Statements and Pictograms: Measures to minimize or prevent adverse effects from physical, health, or environmental hazards. First aid is included in precautionary information.

Product Identifier (ingredient disclosure): Name or number used for a hazardous product. It should match the product identifier used in the SDS.

Supplier Information: The name, address, and telephone number of the manufacturer or supplier of the product.

Supplemental Information: Non-harmonized information that is not required or specified under the GHS.

The following is an example of a GHS-compliant primary label:

n-Propyl Alcohol

UN No. 1234
CAS No. 12-12-3

DANGER

Highly flammable liquid and vapor. Causes serious eye damage. May cause drowsiness and dizziness.

Keep away from heat/sparks/open flames/hot surfaces. No smoking. Avoid breathing fumes/mist/vapors/spray. Wear protective gloves/protective clothing/ eye protection/face protection. IF IN EYES: Rinse cautiously with water for several minutes. Remove contact lenses if present. Continue rinsing.

Fill Weight: 20.0 lbs.
Gross Weight: 20.0 lbs.
Expiration Date: 10/31/2025

Lot Number: A12345678
Fill Date: 10/31/2018

Some Chem Company 123 Any St. Anytown, CA 54321 USA www.comechem.com 123-123-1234

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